

ABSTRACT

A composite, multi-tier SLA. A composite, multi-tier SLA can include two or more service offerings having both internal use only service level objectives and external service level objectives. The composite, multi-tier SLA further can include two or more SLAs combined into a single, composite SLA. Each of the SLAs can correspond to a specific one of the service offerings. Moreover, the SLAs in the composite SLA can have a hierarchical organization based upon dependencies between the service offerings. Notably, each of the SLAs can correspond to one of an outsourced service offering, an internal service offering and an external service offering. Additionally, at least one of the SLAs can expose an external service level objective of a corresponding internal service offering which has been redefined as an internal use only service level objective in an SLA at a higher tier in the hierarchical organization.